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Central Intelligence Agency



Washington, D.C. 20505

OLL 85-2549/1

16 OCT 1985

The Honorable Charles McC. Mathias  
Chairman  
Joint Committee on Printing  
Congress of the United States  
Washington, D.C. 20510

Dear Mr. Chairman:

In response to your memorandum to Heads of Departments and Agencies requesting participation in a Joint Committee on Printing (JCP) Survey of Government Printing Office (GPO) customer needs, I have enclosed a copy of the survey form which has been forwarded to the JCP Survey Team. Based on the success we experienced in dealing with GPO's Rapid Response Center and Customer Services Division in 1985, we intend to submit approximately 70 requests for form work and binding services this fiscal year. This Agency commends the JCP and GPO for their efforts toward enhancing the level of support for customers in the Washington Metropolitan Area and for applying what was successful locally to the GPO field facilities.

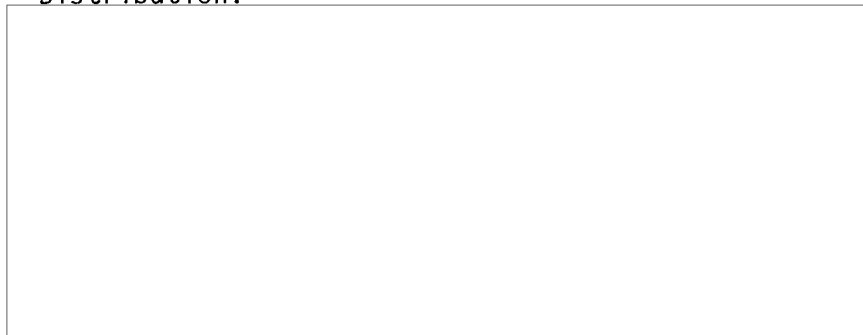
Sincerely,

/s/Charles A. Briggs

Charles A. Briggs  
Director, Office of Legislative Liaison

Enclosure

Distribution:



STAT



11082-85  
L-272

### JCP SURVEY OF REGIONAL CUSTOMER PRINTING NEEDS

Please contact JCP Professional Staff on (202) 224-5950 or your nearest Regional GPO Office if you have any questions on this matter. All correspondence should be addressed to:

Joint Committee on Printing  
Attn: Regional Customer Needs Survey  
Hart Senate Office Building  
Washington, DC 20510

STAT

Submitting Agency Central Intelligence Agency Bureau or Office Office of Logistics

Location Headquarters, McLean Department contact

Telephone No.  City and State Washington, D.C. 20505

\*GPO Regional Office(s) \_\_\_\_\_

STAT

**ESTIMATED ANNUAL PRINTING NEEDS FOR**

Anticipated number of orders per year 70

Number of orders with an 8 - hour or less delivery -

Number of orders with a 9 - to 24 - hour delivery -

Number of orders with a 2 - to 3 - day delivery -

Number of orders with a 4 - to 7 - day delivery -

Number of orders with an 8 - to 10 - day delivery -

Number of orders with an 11 - to 21 - day delivery -

Number of orders with more than 21 - day delivery 70

**PRINTING AND BINDING**

Number of orders requiring duplicating or electrostatic copying - Avg. pages - Avg. copies -

Number of book orders (over 96 pages) - Avg. pages - Avg. copies -

Number of pamphlet orders (96 pages or less) - Avg. pages - Avg. copies -

Number of cut sheet form orders (not more than 4 pages)

Carbonless paper <u>X</u>	Avg. No. parts <u>4</u>	Avg. sizes <u>8½x11</u>	Avg. copies <u>5,000</u>
Marginally punched <u>X</u> (continuous)	Avg. No. parts <u>4</u>	Avg. sizes <u>8½x11</u>	Avg. copies <u>25,000</u>
Writing paper <u>X</u>	Avg. No. pages <u>1</u>	Avg. sizes <u>8½x11</u>	Avg. copies <u>10,000</u>

Percentage of orders requiring two or more color presswork 5%

Number of classified or sensitive orders - Avg. pages - Avg. copies -

**COMPOSITION REQUIREMENT**

Composition required on 0 Camera copy to be provided orders. Number of pages -

Does your agency have telecommunications or floppy disk capability -

Is your agency willing to install a modem etc, necessary for telecommunications -

Is your agency willing to supply floppy disks from word processors or personal computers -

Approximate number of manuscript pages expected -

Approximate number of manuscript pages expected to be transmitted via telecommunications -

via floppy disk -

Estimated number of orders requiring classified/sensitive handling - Number of pages -

Will your agency be interested in computer graphics services - If so, number of pages weekly -

**MAILING/DISTRIBUTION**

Number of orders for mailing service only - order

Would your agency use computerized mailing list management services -



**EXECUTIVE SECRETARIAT**  
**ROUTING SLIP**

TO:		ACTION	INFO	DATE	INITIAL
1	DCI				
2	DDCI				
3	EXDIR				
4	D/ICS				
5	DDI				
6	DDA		X		
7	DDO				
8	DDS&T				
9	Chm/NIC				
10	GC				
11	IG				
12	Compt				
13	D/Pers				
14	D/OLL	X			
15	D/PAO				
16	SA/IA				
17	AO/DCI				
18	C/IPD/OIS				
19	NIO				
20	D/OL		X		
21					
22					
SUSPENSE		15 Oct 85 Date			

**Remarks**

TO #14:  
For your direct response with an info  
copy to ER.

Executive Secretary

30 Aug 85

Date

3637 (10-81)

STAT

STAT

FRANK ANNUNZIO, REPRESENTATIVE FROM IL, CHAIRMAN  
 JOSEPH M. GAYDOS, REPRESENTATIVE FROM PA  
 ED JONES, REPRESENTATIVE FROM TN  
 BARBARA F. VUCANOVICH, REPRESENTATIVE FROM NV  
 PAT ROBERTS, REPRESENTATIVE FROM KS

THOMAS J. KLEIS, STAFF DIRECTOR  
 ANTHONY J. ZAGAMI, GENERAL COUNSEL  
 RICHARD OLESZEWSKI, DEPUTY STAFF DIRECTOR  
 FAYE M. PADGETT, ASSISTANT STAFF DIRECTOR

**Congress of the United States**  
**Joint Committee on Printing**

EXCLUSIVE KEA  
 85- 2891

CHARLES MCC. MATHIAS, JR., SENATOR FROM MD., VICE CHAIRMAN  
 MARK O. HATFIELD, SENATOR FROM OR  
 HOWARD H. BAKER, JR., SENATOR FROM TN  
 WENDELL H. FORD, SENATOR FROM KY  
 CLAIBORNE PELL, SENATOR FROM RI

818 HART SENATE OFFICE BLDG  
 U.S. SENATE  
 WASHINGTON, DC 20510  
 PHONE 224-5241

August 27, 1985

TO: Heads of all Federal Departments and Agencies

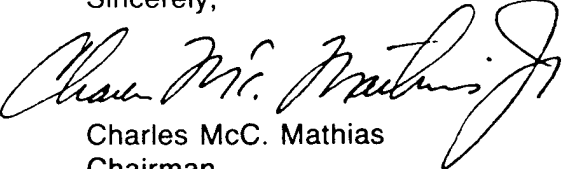
On October 1, 1984, Chairman Annunzio established a pilot program at the Government Printing Office, Rapid Response Center (RRC) to provide a new level of comprehensive service in the National Capital Area. The facility is being upgraded and modernized and the addition of a procurement staff has provided a new dimension to the RRC's ability to respond to customer needs. All changes were based on the results of a customer survey which defined equipment needs and contract specifications. The results for Washington, DC, Northern Virginia, and Maryland customers have been most positive.

The response to the pilot program has convinced the Joint Committee on Printing that this approach could potentially be applied to all of the Government Printing Office Regional Printing Procurement Office and Field Printing Plants. For this reason, the Joint Committee will request the Public Printer to allocate appropriate resources to all of these offices to allow them to provide the same comprehensive level of service offered by the RRC. This new policy and direction will go into effect immediately. However, in order to maximize the potential for success, your agency is requested to participate in a JCP national survey of customer needs (see attached). Many of your offices will also be sent copies of the survey directly from the GPO Regional Offices. The results of this survey will be used to project workload levels, to aid in the modernization and upgrading of the facilities. We request that your local offices respond to the Joint Committee by October 15, 1985. Follow-up visits may be made by a survey team. Survey results will be used to determine the ultimate configuration of each location.

During the transition period from the existing configurations to full implementation of this concept, you will see a wide variety of changes taking place. I am pleased to announce that the first such change about to take place is the establishment of a number of satellite offices outside of the existing Regional office cities. Between now and the completion of all of the changes that are to come, every effort will be made to satisfy agency mission requirements.

With best wishes,

Sincerely,

  
 Charles McC. Mathias  
 Chairman

L-272

**JCP SURVEY OF REGIONAL CUSTOMER PRINTING NEEDS**

Please contact JCP Professional Staff on (202) 224-5950 or your nearest Regional GPO Office if you have any questions on this matter. All correspondence should be addressed to:

Joint Committee on Printing  
Attn: Regional Customer Needs Survey  
Hart Senate Office Building  
Washington, DC 20510

Submitting Agency \_\_\_\_\_ Bureau or Office \_\_\_\_\_

Location \_\_\_\_\_ Department contact \_\_\_\_\_

Telephone No. \_\_\_\_\_ City and State \_\_\_\_\_

\*GPO Regional Office(s) \_\_\_\_\_



Anticipated number of orders per year \_\_\_\_\_

Number of orders with an 8 - hour or less delivery \_\_\_\_\_

Number of orders with a 9 - to 24 - hour delivery \_\_\_\_\_

Number of orders with a 2 - to 3 - day delivery \_\_\_\_\_

Number of orders with a 4 - to 7 - day delivery \_\_\_\_\_

Number of orders with an 8 - to 10 - day delivery \_\_\_\_\_

Number of orders with an 11 - to 21 - day delivery \_\_\_\_\_

Number of orders with more than 21 - day delivery \_\_\_\_\_

#### PRINTING AND BINDING

Number of orders requiring duplicating or electrostatic copying \_\_\_\_\_ Avg. pages \_\_\_\_\_ Avg. copies \_\_\_\_\_

Number of book orders (over 96 pages) \_\_\_\_\_ Avg. pages \_\_\_\_\_ Avg. copies \_\_\_\_\_

Number of pamphlet orders (96 pages or less) \_\_\_\_\_ Avg. pages \_\_\_\_\_ Avg. copies \_\_\_\_\_

Number of cut sheet form orders (not more than 4 pages)

Carbonless paper _____	Avg. No. parts _____	Avg. sizes _____	Avg. copies _____
Marginally punched _____ (continuous)	Avg. No. parts _____	Avg. sizes _____	Avg. copies _____
Writing paper _____	Avg. No. pages _____	Avg. sizes _____	Avg. copies _____

Percentage of orders requiring two or more color presswork \_\_\_\_\_

Number of classified or sensitive orders \_\_\_\_\_ Avg. pages \_\_\_\_\_ Avg. copies \_\_\_\_\_

#### COMPOSITION REQUIREMENT

Composition required on \_\_\_\_\_ orders. Number of pages \_\_\_\_\_

Does your agency have telecommunications or floppy disk capability \_\_\_\_\_

Is your agency willing to install a modem etc, necessary for telecommunications \_\_\_\_\_

Is your agency willing to supply floppy disks from word processors or personal computers \_\_\_\_\_

Approximate number of manuscript pages expected \_\_\_\_\_

Approximate number of manuscript pages expected to be transmitted via telecommunications \_\_\_\_\_  
via floppy disk \_\_\_\_\_

Estimated number of orders requiring classified/sensitive handling \_\_\_\_\_ Number of pages \_\_\_\_\_

Will your agency be interested in computer graphics services \_\_\_\_\_ If so, number of pages weekly \_\_\_\_\_

#### MAILING/DISTRIBUTION

Number of orders for mailing service only \_\_\_\_\_ order

Would your agency use computerized mailing list management services \_\_\_\_\_



## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Rapid Response Center Survey

FROM:

Chief

EXTENSION

NO.

OL-1119-84



DATE

26 OCT 1984

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. Exec Registry

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

15.



FORM 1-79

610

USE PREVIOUS EDITIONS

L22

Central Intelligence Agency



Washington, D.C. 20505

26 OCT 1984

The Honorable Frank Annunzio  
Chairman  
Joint Committee on Printing  
Congress of the United States  
Washington, D.C. 20510

Dear Mr. Chairman:

In response to your memorandum to Heads of Departments and Agencies concerning the establishment of the Rapid Response Center (RRC), I am submitting a copy of the survey form which has been forwarded to the Joint Committee on Printing (JCP) Survey Team. I am pleased to report that during this first year, this Agency will submit at least 25 requests for fast-turnaround form work to be completed at the RRC. This figure does not include an additional 100 requests we anticipate sending to the Government Printing Office, Customer Services Division for outside contractors.

This Agency commends the JCP for planning and establishing the RRC. We will make use of your services when possible and wish you much success in providing expeditious printing support for the Washington Metropolitan Area.

Sincerely,

STAT

/s/Charles A. Briggs

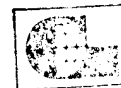
Charles A. Briggs  
Director, Office of Legislative Liaison

Enclosure

Distribution:

Orig: Addressee

- 1 - ER
- 2 - DDA
- 1 - OL Reader
- 1 - OL Files
- 1 - OL/P&PD/Official (INFO)
- 1 - OL/P&PD Chrono
- 1 - PP&SS Chrono



OL 1119-84

STAT OL/P&PD/PP&SS [redacted] (24Oct84)

# EXECUTIVE SECRETARIAT

## ROUTING SLIP

TO:

		ACTION	INFO	DATE	INITIAL
1	DCI				
2	DDCI				
3	EXDIR				
4	D/ICS				
5	DDI				
6	DDA	X			
7	DDO				
8	DDS&T				
9	Chm/NIC				
10	GC				
11	IG				
12	Compt				
13	D/Pers				
14	D/OLL		X		
15	D/PAO				
16	SA/IA				
17	AO/DCI				
18	C/IPD/OIS				
19					
20					
21					
22					
SUSPENSE		Date			

Remarks

*BAC*  
 Executive Secretary  
 15 Oct 84  
 Date

3637 (10-81)

FRANK ANNUNZIO, REPRESENTATIVE FROM IL,  
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RICHARD OLESZEWSKI, DEPUTY STAFF DIRECTOR  
FAYE M. PADGETT, ASSISTANT STAFF DIRECTOR

## Congress of the United States

### Joint Committee on Printing

CHARLES MCC. MATHIAS, JR., SENATOR FROM MD,  
VICE CHAIRMAN  
MARK O. HATFIELD, SENATOR FROM OR  
HOWARD H. BAKER, JR., SENATOR FROM TN  
WENDELL H. FORD, SENATOR FROM KY  
CLAIBORNE PELL, SENATOR FROM RI

818 HART SENATE OFFICE BLDG.  
U.S. SENATE  
WASHINGTON, DC 20510  
PHONE: 224-5241

October 15, 1984

**Executive Registry**

**84 - 9436**

TO: HEADS OF ALL FEDERAL DEPARTMENTS AND AGENCIES

At the initiative of the Joint Committee on Printing, the Government Printing Office has recently completed development of a new category of contracts designed to provide agencies with quick-schedule, short-run printing services. These new contracts have been designated as Agency Direct-Deal/Contractor Direct-Bill term contracts, and they are available to provide timely delivery of quick printing requirements at a minimum cost to the agency.

To achieve these results, each contract is customized from a menu of services and features to provide the exact quick-printing requirements at each agency site. No unneeded features or services are included in the contract. This greatly simplifies agency orders that are placed directly, and it relieves the contractor of the expense of stocking a wide range of supplies that may be ordered only infrequently.

Since these contracts provide for the agency to place work directly and for the contractor to bill the agency directly following delivery of work, the Government Printing Office staff will not normally be involved in assisting in the day-to-day flow of work. This allows further savings to the agency because there will be no GPO surcharges on processed orders. Rather, only a one-time annual charge of \$350 will be levied for establishing the contract. If GPO assistance is needed during the contract period, it will be available as needed. Charges for such assistance will not exceed an additional \$150 per year, regardless of what is required to meet your needs.

We expect that this new contracting method will promote the commercial procurement of some of the work now produced in agency printing plants and duplicating centers. You are encouraged to seek GPO assistance in establishing one or more of these contracts for "overload" work, or for work that no longer can be done in-house. More complex printing requirements and work requiring special handling should be directed to GPO for individual processing or placement on traditional printing contracts.

For more information on these contracts please contact JCP Professional Staff Member James Bradley or Gerald Kleiman.

With every best wish, I am

Sincerely,

*Frank Annunzio*

Frank Annunzio  
Chairman

DOI  
EXEC  
REG

L-272

CHARLES MCC. MATHIAS, JR., SENATOR FROM MD,  
VICE CHAIRMAN  
MARK O. HATFIELD, SENATOR FROM OR  
HOWARD H. BAKER, JR., SENATOR FROM TN  
WENDELL H. FORD, SENATOR FROM KY  
CLAIBORNE PELL, SENATOR FROM RI

818 HART SENATE OFFICE BLDG.  
U.S. SENATE  
WASHINGTON, DC 20510  
PHONE: 224-8241

## Congress of the United States

### Joint Committee on Printing

October 1, 1984

TO: Heads of all Federal Departments and Agencies

In a constant effort to ensure that government agencies in the National Capital Area receive the most complete and efficient printing services, the Joint Committee on Printing has recently completed a thorough evaluation of the Government Printing Office, Departmental Service Office (DSO). This evaluation has concluded that there is a continuing need in this geographic area for a specialized printing organization, at the same location in the Washington Navy Yard, to bridge the gap between internal agency capabilities and the services that the Government Printing Office, Central Office is equipped to provide. For this reason, the Joint Committee has determined that the DSO will be redesignated as the Rapid Response Center, National Capital Area (RRC), will be modernized and upgraded and will be assigned to provide short-turnaround printing and related services within the area of Washington, DC, Northern Virginia, and Maryland. The services will include both production and procurement capabilities.

More specifically, the services to be provided by the RRC include printing jobs with work schedules of 21 calendar days from time of receipt at the RRC to the date that delivery is required, with delivery of at least 75 percent of each order to be made to destinations within the geographic area served. In addition, specialty products and services in small volumes, such as die cutting, lamination, numbering, silk screen printing, thermography, odd size and shape products, binding services, mailing services, and camera work, will also be performed.

This policy and direction for the RRC will go into effect immediately. However, in order to maximize the potential for its success, your agency is requested to participate in a survey of potential customer needs (see attached). The results of this survey will be used to project workload levels, to aid in the modernization and upgrading of the facility, and to provide a test for the proposed criteria for RRC services. We request that your response be returned to the Joint Committee by October 31, 1984. Follow-up visits may be made by a survey evaluation team.

During the transition period from the existing configuration to full implementation of the RRC concept, you will see a wide variety of changes taking place. I am pleased to announce that the first such change about to take place is the JCP's reestablishment of a printing procurement office within the RRC. Between now and the completion of all of the changes that are to come, every effort will be made to satisfy agency mission requirements.

With every best wish, I am

Sincerely,



Frank Annunzio  
Chairman

**JCP SURVEY OF POTENTIAL RRC CUSTOMER PRINTING NEEDS**

Please contact the Joint Committee on Printing staff on (202) 224-5950 if you have any questions on this matter.  
All correspondence should be addressed to:

Joint Committee on Printing  
ATTN: RRC Survey  
Hart Senate Office Building  
Room 818  
Washington, DC 20510

STAT

Submitting Agency Central Intelligence Agency Bureau or Office Office of Logistics  
Location Headquarters, McLEAN Department contact   
Telephone No.

STAT



**ESTIMATED ANNUAL PRINTING NEEDS FOR RRC**

Anticipated number of orders per year 25

Number of orders with an 8 - hour or less delivery —

Number of orders with a 9 - to 24 - hour delivery —

Number of orders with a 2 - to 3 - day delivery —

Number of orders with a 4 - to 7 - day delivery —

Number of orders with an 8 - to 10 - day delivery —

Number of orders with an 11 - to 21 - day delivery 25

**PRINTING AND BINDING**

Number of orders requiring duplicating or electrostatic copying — Avg. pages — Avg. copies —

Number of book orders (over 96 pages) — Avg. pages — Avg. copies —

Number of pamphlet orders (96 pages or less) — Avg. pages — Avg. copies —

Number of cut sheet form orders (not more than 4 pages)

Carbonless paper X Avg. No. parts 4 Avg. sizes 8 1/2x11 Avg. copies 5,000

Writing paper X Avg. sizes 8 1/2x11 Avg. copies 10,000

Percentage of orders requiring two or more color presswork —

**COMPOSITION REQUIREMENT**

Composition required on 0-\* <sup>Camera copy to</sup><sub>be provided</sub> orders. Number of pages —

Does your agency have telecommunications or floppy disk capability —

Is your agency willing to install a modem etc, necessary for telecommunications —

Is your agency willing to supply floppy disks from word processors or personal computers —

Approximate number of manuscript pages expected —

Approximate number of manuscript pages expected to be transmitted via telecommunications —

Will your agency be using the RRC computer graphics equipment — If so, number of pages weekly —

**MAILING/DISTRIBUTION**

Number of orders for mailing service only — order

Will your agency use the RRC computerized mailing list management system —

**NUMBER OF ORDERS REQUIRING SPECIALTY ITEMS**

Die cutting — Size — Avg. copies —  
 Lamination — Size — Avg. copies —  
 Numbering — Size — Avg. copies —  
 Thermography — Size — Avg. copies —  
 Silk screen, printing on binders, etc. X Size 8 1/2 X 11 Avg. copies 100  
 Other types of specialty items —

It may be necessary to establish a pick-up and delivery service for the RRC. Will your agency take advantage of a regular daily messenger service if available?

Yes X No —

COMMENTS: We anticipate sending an additional 100 forms to  
Main, GPO, Customer Services Division

**SUGGESTIONS AND RECOMMENDATIONS:**